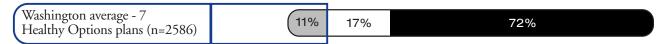
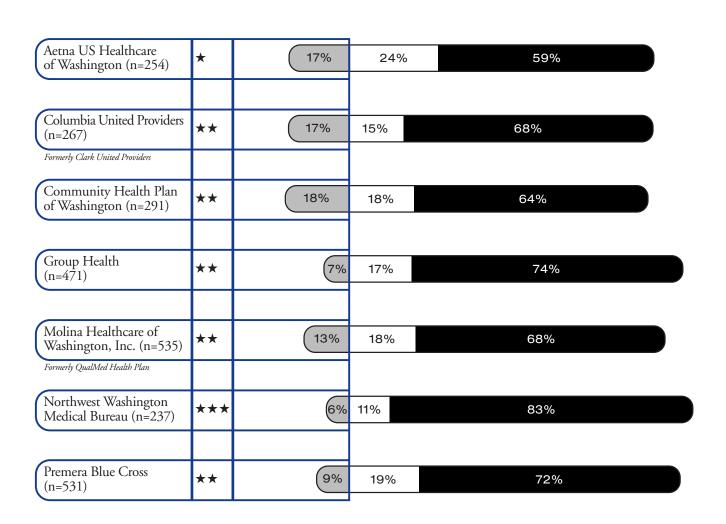
Children with Special Health Care Needs Core CAHPS Questions Composite

Getting Care that is Needed

This chart summarizes the responses to survey questions 7, 14, 28, and 29 contained in the composite, "Getting Care that is Needed." Individual question-level responses immediately follow.





***	Statistically better than Washington average of 7 Healthy Options plans.	
**	Not statistically different than Washington average of 7 Healthy Options plans.	
*	Statistically worse than Washington average of 7 Healthy Options plans.	

A big problem	A small problem	Not a problem

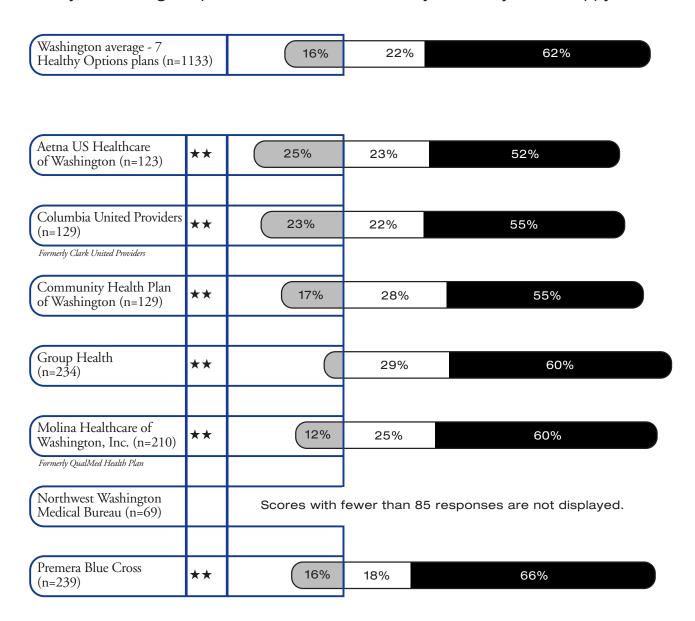
NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health part performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

HEALTHY OPTIONS

Children with Special Health Care Needs Core CAHPS Questions Question 7

Getting Care that is Needed

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



***	Statistically better than Washington average of 7 Healthy Options plans.	
**	Not statistically different than Washington average of 7 Healthy Options plans.	
*	Statistically worse than Washington average of 7 Healthy Options plans.	

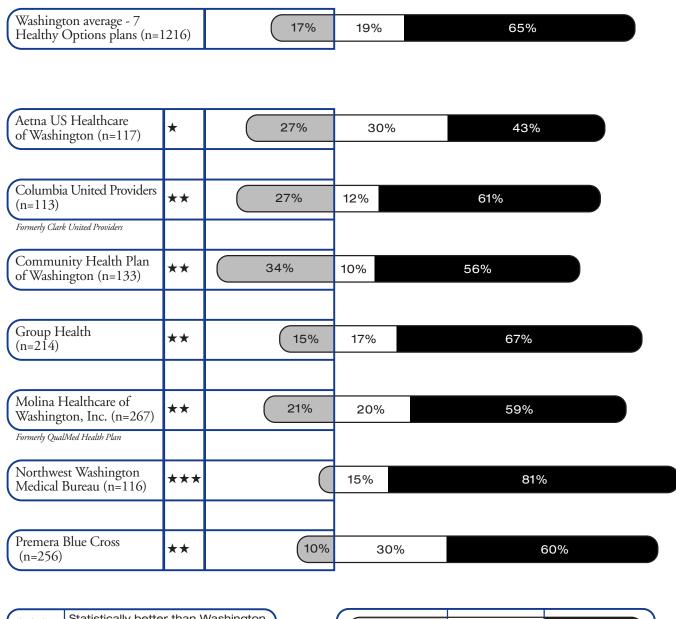
A big problem	A small problem	Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs **Core CAHPS Questions** Question 14

Getting Care that is Needed

Q14. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



★★★ Statistically better than Washing average of 7 Healthy Options pla		
**	Not statistically different than Washington average of 7 Healthy Options plans.	
*	Statistically worse than Washington average of 7 Healthy Options plans.	

A big problem	A small problem	Not a problem

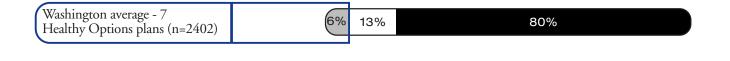
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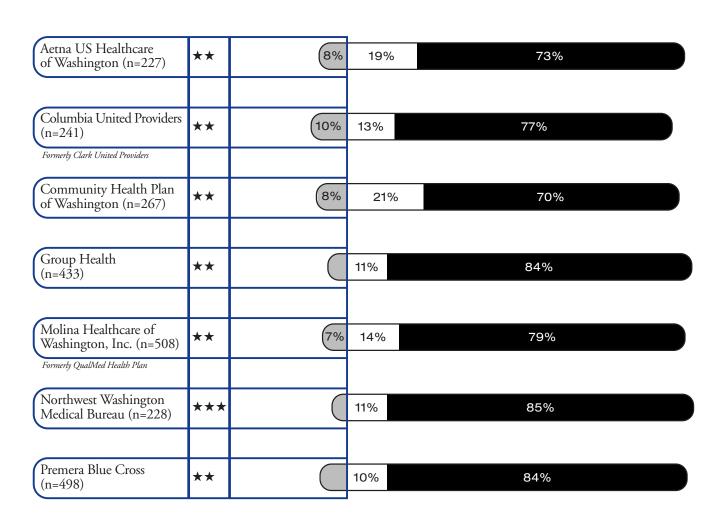
HEALTHY OPTIONS

Children with Special Health Care Needs Core CAHPS Questions Question 28

Getting Care that is Needed

Q28. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"





★★★ Statistically better than average of 7 Healthy C		Statistically better than Washington average of 7 Healthy Options plans.
	**	Not statistically different than Washington average of 7 Healthy Options plans.
	*	Statistically worse than Washington average of 7 Healthy Options plans.

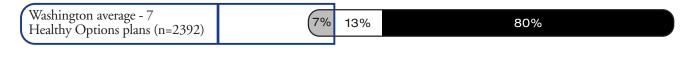
A big problem	A small problem	Not a problem

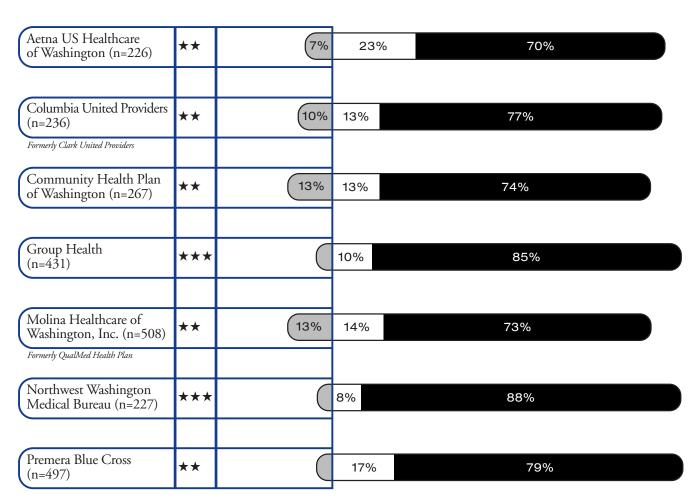
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Children with Special Health Care Needs **Core CAHPS Questions** Question 29

Getting Care that is Needed

Q29. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for an approval from your child's health plan?"





***	Statistically better than Washington average of 7 Healthy Options plans.	
**	Not statistically different than Washington average of 7 Healthy Options plans.	
*	Statistically worse than Washington average of 7 Healthy Options plans.	

A big problem	A small problem	Not a problem

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